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ABSTRACT

Total Quality Management (TQM) brings together the best aspects of organizational excellence by driving out fear, offering customer-driven products and services, doing it right the first time by eliminating error, and maintaining inventory control without waste. Libraries are service organizations which are constantly trying to improve service. This makes them prime candidates for TQM. This book is meant to be a reference work as well as a source of information on TQM in libraries, and is mainly comprised of 13 reprinted articles from the library literature from the early 1980s through 1994 which exhibit practical applications of TQM in library settings. Chapters in part 1 explore such areas as general TQM theories and their applications to libraries; adopting the Deming method of TQM; becoming more customer focused and using customer input in decision making; using quality circles to analyze and solve problems; actual TQM implementation experiences in a hospital library; and Telecom Australia's National Information Resource Center. Articles include: "TQM: Quality Improvement in New Clothes" (Donald E. Riggs); "TQM: The Customer Focus" (Susan Jurow); "Quality Circles: Realistic Alternatives for Libraries (Nancy Hanks and Stan Wade); and "Total Quality Management (TQM) in a Hospital Library: Identifying Service Benchmarks" (Wendor Webster Fischer and others). Part II contains a select annotated bibliography. Appendices include: creating an in-house support collection; getting trained; the electronic information highway; the quality awards; publications in TQM; and a glossary of TQM terms. (MAS)

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